



PROGRAM INFORMATION – PARENT HANDBOOK AND GUIDE

- OR -

“EVERYTHING I NEED TO KNOW ABOUT THE SUMMER PROGRAM I CAN PROBABLY FIND RIGHT HERE”

ESPECIALLY FOR NEWCOMERS: WE ANTICIPATE LOTS OF QUESTIONS- AFTER ALL – IT’S YOUR CHILD!

WELCOME! Our program focuses on the safety, care and interests of your child. Our structured day allows for many different age appropriate activities to choose from. In most instances children entering Grades 1-3 are in groups of 10 or less with 2 staff members. Children entering Grades 5-8 may be in larger groups with 2 or more staff members.

PREVIOUS PARTICIPANTS:

Please be sure to read through the Parent Handbook. There is plenty of new and old information to review and learn.

WHO IS THE SUMMER PROGRAM FOR?

The Summer Recreation Program is for Sandown resident children who are at least 6 years of age or entering Grades 1-8 in the fall of 2010. Resident participants must reside full-time in Sandown with a parent or guardian. Non-resident children and children of non-custodial parent or guardian may attend for non-resident rates.

WHEN WILL REGISTRATION BE HELD?

There will be 4 walk-in registration times this year. All will be held at the new recreation facility located at 25 Pheasant Run Drive. They are: Monday May 10 and May 17 from 4-7 PM; Tuesday, June 8 from 3:30-5:30 PM; and Thursday, June 10 from 12-4 PM (last day to avoid increased registration rate). You may also register by mail by filling out the registration form and returning it with the proper payments to: Sandown Recreation/PO 644/Sandown, NH 03873. Completed registrations may also be dropped off in the recreation mailbox located at Town Hall by the restrooms in the downstairs hallway. The mailbox is marked “Recreation”. Please contact the recreation office at 887-1872 for space availability and payments amount prior to dropping off or mailing.

WHAT WILL PROGRAM PARTICIPANTS BE DOING?

Where to start? There are so many activities offered! There are clinics held for just about everything including basketball, baseball, whiffleball, volleyball, dance, badminton, soccer, flag football, floor hockey, field hockey and more. There are games like Lemon Ball, 4-Square, Capture the Flag, Pizza Tag, Frisbee Golf, Bombardment and too many to list. There’s swimming and sand castle contests and luaus at the beach! There are crafts, and painting and gimp projects and tie dye shirts. There are spirit days and crazy hat days and sports team days. Stir in a Summer Olympics, treasure hunts and cookouts, and make-your-own ice cream. Sprinkle with field trips, special events and shows you will want to come and see! Your child will be engaged in many activities every day. The days fly by. The activities we show you in the flyer are just a portion of what is offered each and every week.

WHAT IS THE SUMMER PROGRAM? IS IT CAMP? IS IT DAYCARE?

No. The program is a 7-week municipal recreation program. It is sponsored by the town and paid for mostly by user fees which go towards payroll, supplies, transportation, special events and some field trips. This is not a ‘For Profit’ program. The town does support the program with some funding through the municipal budget process. Those who use the program pay for most of the cost of running it. It is not a camp. It is not daycare. It is not school. It is a recreation program.

WHO IS THE STAFF?

The Parks and Recreation Department is overseen by the Recreation Commission of the town. The program is administered and supervised by Recreation Director Deb Brown with on-site supervision by Program Coordinator Cressa Bonnell and Assistant Program Coordinator Tim Brown.

This is Mrs. Bonnell's 6th program year. She is employed full-time in the special education department of the Hampstead Schools and is also a student herself. She is the mother of 2 teenage boys and is very involved in all their sporting activities.

Mr. Brown is a physical education teacher attending graduate school full time where he is earning his master's degree in educational leadership and athletic administration. He has been with the recreation program for more than 8 years and is a substitute teacher in the Timberlane Regional School District where he is also an assistant football, wrestling and baseball coach at TRHS.

Returning counselor staff consists of college and older high school students. We also have a counselor-in-training program (CIT) for interested students entering high school. With the exception of CITs, all staff members are Town of Sandown employees who undergo a criminal background check, are CPR and First Aid certified and participate in other professional training. Many are veteran staff members with 4 or more years experience with the program. All are dedicated to ensuring the safety of your child. They also love to have fun! They are primarily chosen based on interests, maturity, communication skills, experience and enthusiasm. We also encourage participation in the Counselor-in-Training Program for students entering Grade 9. CIT's are considered program participants.

I'VE HEARD SOME PEOPLE SAY IT'S JUST CHEAP BABYSITTING. IS THAT RIGHT?

We aren't babysitters. And we aren't cheap!! It's true; we do try to keep our costs as affordable as possible, but don't mistake our program for daycare. We are not providing childcare in your absence or while you're at work. This is a recreation program. You need to understand that in the event of a problem, whether it is behavioral or physical, that you or someone else will need to be available to take care of your child within 30 minutes of being contacted. Please keep this in mind when registering your child.

WHERE IS THE PROGRAM HELD?

We're glad you asked! This year, for the first time, the program will be based at several different locations throughout the week.

HOW WILL I KNOW WHERE TO GO?

Morning drop-off and afternoon pick-up will be as follows: MONDAY AND TUESDAY: Sandown Central School.

WEDNESDAY AND THURSDAY: Recreation Building at 25 Pheasant Run Drive. FRIDAY: Town Hall

WHY GO TO SO MANY PLACES?

That's an easy one! To take advantage of several different great facilities to best serve the needs and interests of the participants. The program is offered to children of many different ages. We offer many activities for all age groups. On Monday and Tuesdays we have the availability of a gymnasium at the school with access to the town beach, a playground and availability of the town library for those who might enjoy a story hour or who are participating in the Summer Reading Program. On Wednesdays and Thursdays we'll utilize the new recreation building, have plenty of space for picking up from field trips and will be able to offer some indoor activities in an air conditioned building. We will also have a huge field space for large group activities. Fridays is beach day however the school is closed and we always need an emergency back-up shelter in the event it starts to rain or storm and in that case we have the Town Hall as back-up. If we know ahead of time the weather will be bad, we may instruct you to drop off at the rec building. Our locations are all located within 1.5 miles of each other. In the event of long periods of extreme heat or special activities we may switch locations to the recreation building and will always let you know.

WHAT IS THE PROCEDURE FOR DROPPING OFF AND PICKING UP?

Morning drop off is never before 9 AM unless your child is attending Extended Morning Care. If you arrive early you must remain with your car. A staff member will signal when it is time to start dropping off. When you are dropping off and picking up at the school you will pull into the bus driveway and pull up as far as possible in order to make room for as many cars as possible. The same applies for afternoon pick-up. Children are walked over to the pick-up area until their ride has arrived. The same procedure will be used on Wednesday and Thursdays at the recreation building. On Fridays you will park at Town Hall and walk **inside** to drop off your child and to pick them up in the afternoon. There will not be an outdoor drop off/pick-up area. NOTE: Some field trips will require an early morning drop-off. We will let you know which field trips those will be.

WHAT HAPPENS IF I DROP MY CHILD OFF LATER THAN 9 AM?

Everyone likes to sleep a bit later now and then! We have a staff member supervising drop-off until 9:10 AM. After that you will need to park your car and walk your child to the coordinator or assistant coordinator to check them in for the day. If you arrive much later you may need to locate where the program is such as the town beach or inside the school gym.

WHAT IF IT'S RAINING?

Rain never stops us! We still have program. In most instances your drop-off location will not change. HOWEVER...we also might choose to change locations to best serve the needs of the program participants. If we do change locations we will post an orange cone and orange flag at either the school or town hall. This is an indication that you should proceed to the recreation building for drop-off and pick-up. Be sure to inform your child's pick-up person where to go that day!

I GAVE PERMISSION FOR MY CHILD TO RIDE A BIKE TO AND FROM PROGRAM. WHY ARE YOU MAKING HER WEAR A HELMET WHEN SHE LEAVES? First, all children should wear a bicycle helmet when riding. We promote safety. We have the police chief talk to the participants about bike safety and wearing a helmet. Secondly, New Hampshire State law RSA 265:144X states that anyone under the age of 16 is required to wear a safety helmet when riding. We obey the law.

IN PAST YEARS THE KIDS WERE BROUGHT OUTSIDE FOR PICK-UP AT TOWN HALL. WHAT CHANGED?

We tried! We really tried to get folks to drop off and pick-up in a safe and orderly manner because it is difficult getting in and out of the parking lot with so many drop-offs. It only worked about 50 percent of the time. The other 50 percent we couldn't convince folks to follow the procedure. We decided it is simply safer for everyone to stay inside the building and allow parents to park in the parking lot and come inside the building to get their child or to drop them off.

WHAT IF I SEND SOMEONE ELSE TO PICK UP MY CHILD?

Remember! Everything we do is for the protection of your child! We also know plans can change. If your pick-up person was not designated on your registration form you must send a written note with your child in the morning. We will ask the person picking up for a photo ID if they are not known to us. PLEASE NOTE: If someone other than yourself is dropping off or picking up please be sure to inform them of the proper procedure and don't forget to tell them which location!

I SEE CHILDREN ALREADY PLAYING WHEN I ARRIVE, WHY CAN'T DROP OFF MY CHILD NOW?

Children that you see at any of the locations prior to 9 AM are in the Extended Morning Program. Their parents have paid a weekly fee for them to participate. We do not have a full staff here at that time of day. Regular staff arrives prior to 9 AM however; they are occupied with going over activities for the day, staff meeting, forming groups and setting up for activities. Drop off does not begin until 9 AM. Please plan accordingly. You are welcome to register for and attend the Extended Morning Program.

MY CHILD IS GOING TO BE TAKING SUMMER CLASSES. CAN THEY STILL ATTEND THE PROGRAM?

We will work with you as much as possible to try and accommodate the child who is taking summer classes. We cannot make bus arrangements however you may contact the bus company and ask if they can drop your child off in a certain location so that they may participate. The bus company has been very helpful to parents in the past. Only the parent will communicate with the bus company regarding requests. We cannot do that for you. In some cases children have had a much easier time dealing with summer classes when they know they can come to the program when class is over.

WHAT ARE FIELD TRIPS LIKE AND WILL SOMEONE BE WITH MY CHILD AT ALL TIMES?

The program offers weekly field trips with lots of fun places planned! Most field trips take place on Wednesday but some do not. Transportation is by school bus. Field trips are subject to change due to weather and other issues beyond our control. We do our best to reschedule but ask your understanding when we cannot. Please remember that all activities and planned events are subject to change and this program reserves the right to substitute other activities from those named within the program information.

If your child does not attend a field trip that you have paid for, we will refund the field trip fee. Several field trips will return after the normal 3 PM pick-up such as Canobie Lake Park; Wallis Sands; Water Country and N.E. Aquarium. We will keep you informed when there is a late pick-up due to field trips. Children are assigned in small groups to a specific counselor for the duration of the trip. In addition, the recreation director, program coordinator and assistant program coordinator are in constant contact with each group through physical presence, visual observation and two-way radio communication. Children are never sent off on their own for any reason, or left unsupervised. Concerns? Please call the recreation phone line at 887-1872. We are happy to answer any questions! You will not be the first parent who has called with a field trip question. You will not be the last. We welcome your questions. Our field trips are very organized, always highly successful and we take every precaution to ensure your child's safety. We are very proud the program has received many compliments from venue operators, bus drivers etc., on how respectful and well-behaved the children in this program are when we are out on field trips!

SHOULD I SEND SPENDING MONEY FOR MY CHILD FOR THE FIELD TRIP?

For some field trips we will note “no spending money”. For other field trips it is at the discretion of the parents as to whether they wish for their child to have spending money. The information you need is this: Your child is solely responsible for his/her money. Staff members do not hold money or keep track of money for participants. If children are making a visit to a snack bar or concession stand counselors go with them and stand by to help younger children get the right change and to help see that money goes back into pockets, backpacks etc. However, keep in mind that money is easily lost and this program assumes no responsibility for lost or misplaced money. Please make sure your child has a place to hold their money in the event they cannot bring a backpack into a venue – wear something with pockets!

Staff members are strictly forbidden from loaning ANY money to children for ANY reason. This can create an awkward situation for both staff and family and it is not allowed. Please explain this to your children when giving them spending money. Staff will not replace lost money. Please do NOT give your child large amounts of money. Staff will not tell children how their money can or cannot be spent. That is between the child and parent/guardian. Children are not allowed to purchase weaponry (see behavior code).

WHY WERE YOU LATE GETTING BACK FROM A FIELD TRIP?

We plan field trips as precisely as we can. There are things that may delay us such as traffic, road work, a sick child or just someone who forgot to use the restroom. We try to anticipate it all but we are generally traveling with 2 busloads of children and we're only human! If there will be a significant delay (more than 15 minutes) we will do our best to contact one of the parents to spread the word at the pick-up location as to how much longer we may be.

I DON'T WANT MY CHILD TO ATTEND THE FIELD TRIP - IS THERE STILL PROGRAM THAT DAY?

All staff members attend every field trip. If you choose to not have your child attend, you will need to make alternative arrangements for where they will spend their day. No staff stays behind.

I WANT TO GO ON THE FIELD TRIP. CAN I COME TOO?

That depends. Like any good program that has children in its care, any adults who are in contact with the children in this program need to undergo a criminal background/sexual offender check through the State Police. If you wish to be a volunteer with this program (including field trips) please see the recreation director. You will need to pay for all associated costs for background checks. Background checks are for the protection of all children in the program including yours. If you don't wish to become a volunteer you may still meet us at the field trip site, with your child in your care, if you wish. Please note, your child will stay with you and be in your direct care for the duration of the trip including transportation to and from the site. You will have sole care and responsibility for your child and no other children in the program. Background checks can take 2-4 weeks so you need to plan well in advance. The background check information comes back to the Parks and Recreation Department.

I'M STILL NERVOUS ABOUT SENDING MY CHILD ON CERTAIN FIELD TRIPS. WHAT SHOULD I DO?

Talk to us! Let us know what is making you nervous. We are happy to answer any questions you may have. We will tell you the safety precautions we take. And please talk to other parents who have been sending their children for years. They were probably once in your shoes and will reassure you too! Our staff understands how precious your child is to you.

SWIMMING? THERE'S GOING TO BE SWIMMING?

YES! Lifeguard supervised swimming takes place at Seeley Beach across from the school. The program is very fortunate to have the availability of a beach that can be walked to. All children undergo a swim test under the supervision of our certified lifeguard staff. They are then assigned areas of the water for swim or play according to ability. There is a roped off area for non-swimmers and swimmers of lesser abilities. In addition to program staff watching children in the water, there are two Red Cross certified lifeguards on duty. The water is tested consistently throughout the summer for coli form and e-coli bacteria and we are happy to report that in past summers the water quality has tested exceptionally well with no problems. This is due in part to the ban on feeding water fowl at the town beach. Children are aware of all safety rules and regulations and must adhere to them at all times.

WHAT ABOUT CHANGING INTO BATHING SUITS?

Always wear a bathing suit under clothes on Friday Beach Day. Children are encouraged to wear bathing suits under clothes every day except field trip days (unless of course it is a water field trip) If needed they may also change privately in the bathrooms however this takes quite a bit of time if everyone needs to change and means less beach time. Please be sure your child can handle putting on a bathing suit by his or her own self. Staff *will not* enter a bathroom to help with this task! We do not insist that children change into a bathing suit however, if your child does not change into a bathing suit or wear one, please expect that they will get their clothing wet. If they do not wear a bathing suit you may want to send an extra change of clothes.

WHAT ABOUT SUNSCREEN?

You must send sunscreen for your child! Put their name on it. Apply sunscreen before morning drop off. We have several “re-apply” times throughout the day. Your child will be responsible for re-applying their own sunscreen. Staff will remind them. Staff will remind them again. Staff *does not* apply sunscreen to children.

BUT MY CHILD IS YOUNG AND MIGHT NOT DO A GOOD JOB PUTTING ON SUNSCREEN!

Staff will help guide younger children with application by telling them where they need to re-apply etc.

DOES MY CHILD NEED TO BRING A LUNCH? SNACK? WATER?

YES! YES! AND YES! Please be sure to pack an insulated bag or cooler each day with morning snack, lunch and plenty to drink for your child. No glass containers please. We have no means for providing a lunch or snack should you forget. Your child needs to eat lunch. You and and/or your emergency contact will be called to either return with a lunch or to pick-up your child or take them home if they do not have one.

WATER WATER WATER. Be sure to pack plenty of water for your child. We take mandatory water breaks and insist that everyone (staff included!) drink plenty of water and stay hydrated. We strongly suggest a minimum of 2 water bottles per day. We encourage re-usable water bottles. Water bottles can be refilled most days with the exception of beach day (there is no water supply at the beach) and field trip days. Be sure to mark all of your child’s belongings with their name. The staff is not responsible for your child’s belongings.

WHAT ELSE SHOULD MY CHILD BRING?

A towel for the beach. Something to put wet towels or clothes into. A backpack. Bug Spray. Sunglasses. A hat with visor. SNEAKERS! SNEAKERS! SNEAKERS! Your child is **required** to wear sneakers for this program. Why? For safety. They will be involved in very physical activities and sneakers are the only footwear they will be allowed to wear in order to participate. No one wants to sit on the sidelines. Crocs/sandals/flip-flops/heelies and other footwear is unacceptable. If your child would like to bring footwear for the beach, they may change into it when it is time to go to the beach.

WHAT IF THEY LOSE SOMETHING?

There is a Lost and Found box. Your child must be responsible for their own belongings. Staff will try to help find something if a child notices it is lost. Parents are encouraged to look through the Lost and Found box periodically, even if you don’t realize your child is missing something. We end up with many “leftover” items at the end of the summer. They are disposed of the last day of the program.

WHAT SHOULDN’T MY CHILD BRING TO THE PROGRAM?

Glad you asked this question! Electronic devices of any type (Game Boy, Ipods, headphones) are not allowed and will be collected by staff and kept until the end of the day. Trading cards. Cell phones are to remain “off” and in backpacks and used only with permission of staff member in the event of an emergency. We strongly urge that cell phones remain at home! No weapons of any type including toy guns, knives, martial arts etc., are allowed at any time. HEELIES ARE NOT PERMITTED.

IS THERE A BEHAVIOR CODE?

Absolutely! And it is one of the reasons we have such a successful program. This program fosters respect and good behavior. It promotes healthy fun and good sportsmanship. Certain rules and regulations are necessary to ensure the program is running in a safe, healthy and fun manner for all participants including the staff. Please read and review the following. You will be required to sign a statement saying you have done so.

BEHAVIOR CODE

Program participants are treated as individuals with respect shown for different tastes, preferences, and a range of behavior patterns. Children of varying abilities are welcome in the program; however, Sandown Parks and Recreation requires that while participating in the program, a 1:1 aide must accompany any child that has a 1:1 aide during the school year. Sandown Parks and Recreation does not hire or provide aides. The Recreation Commission reserves the right to dismiss a child from the program whose special needs we are unable to meet or whose conduct is not in the best interest of program. Please call the recreation office if you have any specific questions.

Parents and guardians are responsible for reading the Behavior Code and reinforcing it with your child. You must indicate on the registration form that you have read and agree to the Behavior Code in order for your child to participate. We reserve the right to dismiss your child from the program at our discretion if certain instances occur. If there is a problem, the child will be separated from the rest of the program and the parent or the emergency person will be contacted to pick up the child immediately.

Hitting, biting, kicking and inappropriate touching of anyone, including staff members, is not allowed and is grounds for immediate dismissal. Inappropriate language or bullying will not be tolerated and offenders receive one verbal warning and one written warning before being dismissed from the program. Parents will be notified of any warnings received either verbal or written. For severe or dangerous episodes of misbehavior the participant may be immediately and permanently dismissed from the program without prior warning.

If the Program Coordinator or Recreation Director decides that your child has participated in a rule violation, you will be contacted immediately. **NOTE: YOUR CHILD WILL NOT BE ALLOWED TO ATTEND THE PROGRAM AGAIN UNTIL YOU HAVE MET WITH THE COORDINATOR AND DIRECTOR TOGETHER WITH YOUR CHILD.** This will mean your child will not return to the program the following day or subsequent program days until you have met with the above mentioned. This may mean an inconvenience to you but is necessary for the safe administration of our program. If your child is dismissed from the program, and you do not agree with the decision, you may request to meet with the Recreation Commission at its next regularly scheduled meeting. There are no refunds of fees. We are happy to report that no child was dismissed last year for poor behavior. The program receives many compliments regarding the good behavior of our participants!

LATE FEES: WHAT DO I NEED TO KNOW?

You need to know that late fees occur for two specific reasons. There is a \$10 late fee for any program fees that are not paid by THURSDAY of the week prior to attendance. Payments are due by drop-off on Thursday morning. We allow drop-off to begin by 8:45 AM on Thursday morning only, to help you be on your way. We do not allow payment to be sent in with your child. You must bring it directly to the designated area yourself where it will be checked for correctness. If it is incorrect we are there to let you know where the mistake is so you can correct it right then to avoid a late fee. Otherwise you will be charged \$10. We really don't want you to have to pay that fee if at all possible! There is also a late fee for picking up your child late from the program. The fee is \$10 for every 15 minutes or portion of 15 minutes you are late for pick-up beyond 3 PM for regular program hours and beyond 4 PM for extended program hours.

WHY ARE THERE LATE FEES?

Late fees occur because there is a lot of administrative work that goes into running this program. We have very little office time and lots of paperwork. By the end of the day on Thursday we need to confirm buses, schedule the staff for the following week, confirm reservations we may have with proper headcount etc. In addition, we don't just go to the bank with your payment. It must be accounted for in our office and then processed through other town departments such as the office of the Town Clerk and Finance Dept. The town treasurer reviews and documents the deposits. All of this must take place in a timely manner and we need your help and cooperation to accomplish that. Payments not received on time really complicate the weekly plans and cause us to spend even more time on administrative tasks. Other town offices are closed on Friday which is another reason why we are getting everything done by Thursday. Thank you for your full cooperation.

BUT I WAS AWAY THE WEEK BEFORE AND FORGOT TO PAY. DO I REALLY NEED TO PAY THE LATE FEE?

Yes, please see the late fee questions. You are signing on the registration form that you have read and understand the late fee charges.

WHY DO I HAVE TO PAY MORE IF I AM LATE PICKING UP MY CHILD?

The key word here is "child". We always need to have at least two staff members on hand even if there is only one child present. This is for the protection of both our staff and your child. Also, the staff is only scheduled for a certain number of hours each week. In addition, many of our staff members leave the program at the end of the day and have other commitments such as a second job, family obligations or classes they may be taking. Please be considerate of their time. Payment for being late needs to be made immediately. Children are not allowed back to the program until late pick-up fees have been paid.

CAN I PAY EARLY?

Absolutely! In fact, it makes things much easier if you do. So much so that we are letting parents know now, so there is plenty of time for them to plan, that this will most likely be the last year they will be able to pay weekly. Next year, payments will be by sessions. We will also be trying to get set up to accept credit card payments for the summer of 2011. The program has increased in size so much it has grown beyond the weekly payment option.

WHAT HAPPENS IF MY CHECK BOUNCES?

You will be responsible for paying all fees and charges required by the Town of Sandown.

WHY CAN'T I PAY WITH CASH?

It is the policy of the Recreation Commission not to accept cash for any recreation program, event or activity.

CAN YOU EXPLAIN TO ME WHY I'M PAYING A DEPOSIT AND IF IT IS AN EXTRA FEE?

No, this is not an extra fee. You are paying a deposit to secure a spot for your child to attend in the week(s) that you choose. If you decide not to attend, you will forfeit the deposit. When your payment is due (the week before attending) the amount you owe will be minus the deposit. For example: The regular program rate is \$70 per week. Let's say you opt for extended morning hours so you are going to pay \$80 for that week. You paid a \$10 deposit. The balance you owe will be \$70.

BUT WHY DO I FORFEIT IT IF I DON'T COME?

You forfeit it because we have hired and scheduled staff, paid admissions or deposits, scheduled buses, and purchased supplies, based on the participants registered in any given week. There is a cost factor involved if you don't show. In addition, it's very possible we turned someone else away, thinking we had filled all the available spots. Now the child who was turned away didn't get to come and you didn't show up.

WHAT IF I PAID A DEPOSIT AND MY PLANS CHANGED AND I WANT TO SWITCH MY WEEKS?

You are welcome to do that, without penalty, *provided you do it by June 15th*. If you change your weeks after June 15th you will lose the deposit you paid. You will need to pay a new deposit if you want to reserve a different week.

I HAVE FAMILY VISITING ONE OF THE WEEKS I HAVE REGISTERED MY CHILD FOR. CAN MY CHILD BRING A GUEST?

Non-Residents may register to attend. They will pay the non-resident rate and any other fees, including registration, that apply.

I DIDN'T SIGN UP FOR EXTENDED PROGRAM HOURS WHEN I REGISTERED BUT NOW I NEED IT. NOW WHAT?

Let us know by the Thursday before the week you will need it and we will see if there is space available.

HOW DO I COMMUNICATE WITH THE PROGRAM?

All questions regarding the program and/or your child are directed to the recreation office phone line at 887-1872. Matters that are an emergency or urgent in nature and in regard to your child who is attending the program THAT DAY may be directed to our emergency cell phone number at 603-303-0504. Please DO NOT call the emergency line for program information. This is a seasonal, program related phone. We purchase pre-paid minutes and reserve them for emergency purposes. The phone is only operational during program hours. We request your strict cooperation. Please note the following: It is not appropriate to contact any staff member at their home or cell phone numbers with questions, concerns or requests in regard to the program. Staff members are instructed not to return any phone calls made in this manner. Thank you for your cooperation.

WHAT IF I WANT TO COMMUNICATE WITH THE PROGRAM COORDINATOR REGARDING A PROBLEM?

Your concern is our concern. If you are in need of consultation with the program coordinator please park your car and wait until all participants have been dropped off or picked up before conversing. We ask you to do this to avoid backing up traffic. Your concern may only take 2 or 3 minutes of time but multiply that by several parents who may have concerns and you can see how quickly things might back up. The coordinator is occupied with running the program and supervising both children and staff during the program day. If possible, please leave a phone message on the recreation phone line and you will receive a return phone call to talk about your concern. If your child is having a good time, tell others. If not, please bring it to our attention so we can work together to correct it. It is important that you not direct your concern to a staff counselor or CIT. All concerns are to be directed to the recreation director, program coordinator or assistant program coordinator. Thank you for your cooperation.

SHOULD I CALL TO SAY MY CHILD WILL BE ABSENT?

Because you or your designee is responsible for drop-off and pick-up we do not need to know if your child will be attending with the exception of Field Trip days. If your child will be absent for a Field Trip please let us know!

IMPORTANT PHONE NUMBERS AND ADDRESS REMINDERS

Sandown Recreation Office Telephone:

603-887-1872

SUMMER PROGRAM EMERGENCY/URGENT PHONE LINE:

603-303-0504

Make checks payable to:

Sandown Recreation

Address for Sandown Recreation:

PO Box 644, Sandown, NH 03873

WHAT IF MY CHILD GETS HURT? WHO WILL TAKE CARE OF HER?

Our staff is trained in basic First Aid, CPR and AED. For minor injuries we treat on site. Anything more serious and we call 911. We will always call you if your child is feeling ill. We are not going to call you for a minor scrap or bump but we will let you know about it at pick-up.

MY CHILD HAD A STOMACH ACHE. WHY DID YOU CALL ME TO PICK HIM UP?

Again, this is not a daycare, camp or school. This is a recreation program. We do not have medical personnel or a nurse's office or other space for a sick child. This is why we let you know that you or your emergency contact needs to be available to pick up your child within 30 minutes of being contacted regarding your child's illness.

MY CHILD NEEDS MEDICATION DURING THE DAY. WILL YOU GIVE IT TO HIM?

NO! Our staff is not certified to administer prescription medications of any type with the exception of Epi-pen. If your child needs daily medication you will need to provide a way to administer it to him. We do not have anywhere to store medication that you will administer. If your child has an allergy and an Epi-Pen please speak with us directly regarding this.

WHY ARE YOU ASKING ME ABOUT MY CHILD'S HEALTH AND MEDICATIONS? ISN'T THAT PRIVATE?

Any information you give us is strictly confidential. We need to ask about medications in the event your child needs to be treated in an emergency. We also need to know if your child is regularly taking medication and/or if you have taken them off it for the summer. This can help us to help your child. We have staff trained for recreation programming. In most instances they do not have the same level of professional training that you may experience in a school setting. All medical information is treated the same as any HIPPA protected information. Please speak with us privately if your child has any physical, emotional, behavioral issues we need to be aware of. It can make their program experience a lot smoother. All information is strictly confidential.

WHAT IF MY CHILD EVER NEEDED TO GO TO THE HOSPITAL?

Your child would be transported via ambulance. And they would not go alone. A staff member would drive to the hospital to stay with your child until you arrived. In the 15 years of program existence there has been only one precautionary ambulance ride. We have cared for hundreds and hundreds of children. We make safety our #1 priority however, accidents can still happen. We bring your child's emergency information with us wherever we go. And your child's emergency information is provided to emergency personnel in the event of an emergency.

I'M READY TO REGISTER. WHAT NOW?

Now that you know so much about this program, the rest should be easy! Print off the registration form. Be sure to fill it in neatly. Please make it legible. We promise not to grade you on your handwriting however we need to be able to read emergency information as do emergency personnel. Make sure you fill in your emergency contacts with current information regarding phone numbers. PLEASE INCLUDE AREA CODES – EVEN 603! You will need to include medical information we need to know about and medical information that emergency personnel may need to have. You will need your child's insurance information and physician information including phone number. Be sure to bring your check(s) or money order(s). You will need a separate check for the one-time registration fee. Know what your child's tee shirt size is. .

ARE YOU GOING TO LET ME KNOW YOU GOT MY REGISTRATION THAT I MAILED OR DROPPED OFF?

Sandown Recreation does not contact you to confirm your registration. You will only hear from Sandown Recreation if there is an incomplete registration, missing information or incorrect payment.

WHY DIDN'T I GET A SPOT IN THE WEEK I WANTED?

Registrations are on a first come basis until enrollment is full for that week. If you want a particular week we urge you to register early. This is a very popular, growing program. Space is limited to what we can safely handle with a staff to child ratio. No registration is considered complete or secured until all fees and paperwork that are due have been returned by you. It is strongly suggested that if you are not going to register in person that you first contact the recreation office at 887-1872 PRIOR to sending registrations so that we may clarify with you whether space is available and the proper amounts you should include. PLEASE NOTE: Incorrect payments may mean a delay in your registration and may cause you to incur a late fee. Please check with the recreation office at 887-1872 for correct payment amounts. Help us help you!